

State of California—Health and Human Services Agency
Department of Health Services



California
Department of
Health Services

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December 17, 2003

Medi-Cal Eligibility Branch Information Letter No.: I 03-11

**TO: ALL COUNTY WELFARE DEPARTMENT DIRECTORS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS**

**SUBJECT: HEALTHY FAMILIES AND SINGLE POINT OF ENTRY ADMINISTRATIVE
VENDOR TRANSITION**

The purpose of this letter is to provide counties with updated information on the Healthy Families Program (HFP) and Single Point of Entry (SPE) vendor transition.

The Managed Risk Medical Insurance Board (MRMIB) has awarded the HFP and SPE Administrative Vendor contract to MAXIMUS, Inc., beginning January 1, 2004, through December 31, 2008. As of December 31, 2003, the Electronic Data Corporation (EDS) will no longer administer the HFP or SPE.

HFP and SPE

Effective January 1, 2004, all HFP and SPE operations will be transferred to MAXIMUS, Inc. All post office box numbers and toll-free phone numbers will remain the same. However, there will be a new e-mail address and telephone number for the County Liaisons and a new e-mail address for Medi-Cal Eligibility Data System (MEDS) issues.

For requests or questions regarding SPE screening, transmittals or HFP eligibility, contact the County Liaisons at (916) 673-4602, or e-mail them at SPELiaisons@maximus.com.

For requests or questions regarding MEDS discrepancies, send e-mail to HFPMEDS@maximus.com.

These email addresses and telephone numbers are for county and State use only and should not be released to the public.

In order to facilitate a smooth changeover of applications received during the actual transition, EDS will stop processing applications received after December 23, 2003.

MAXIMUS will begin processing applications received after December 23, 2003, on January 2, 2004.

During the first two weeks of January, the MAXIMUS County Liaisons will make introductory telephone calls to the county contacts that were provided to MAXIMUS. If your county contact person has changed or if there are any special processing issues, please feel free to discuss it at that time.

Health-e-App

The Health-e-App on-line application process will not be available from December 24, 2003, through January 4, 2004. Certified Application Assistants may resume using Health-e-App on January 5, 2004.

Counties are advised that all Medi-Cal applications generated from Health-e-App will continue to be forwarded to the appropriate county for final eligibility determination by the SPE via overnight courier service. Those counties that receive Medi-Cal applications from SPE via the electronic interface (San Diego, Orange, and San Mateo), should have already been contacted by MAXIMUS regarding the new file transfer protocol (FTP) addresses and testing plan.

HFP Premium Payment

After December 27, 2003, Rite Aid stores will no longer accept payments for HFP premiums. Starting December 28, 2003, Western Union stores will be the new payment location for the HFP. The HFP payment coupon or family member number is required to make a payment. For the location of the nearest Western Union office, please call 1-800-354-0005.

Thank you for your patience during this transition period. Please direct any questions regarding SPE and HFP screening, or the county liaisons, to Ms. Beverly Binkier at (916) 552-9506 or e-mail her at Bbinkier@dhs.ca.gov. For any questions regarding Health-e-App, please contact Mr. Manuel Urbina at (916) 552-9521 or e-mail him at Murbina@dhs.ca.gov.

Original signed by

Beth Fife, Chief
Medi-Cal Eligibility Branch